

Job Opportunity

Commission on Teacher Credentialing



IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACE IN PUBLIC SERVANTS.

ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST)

Salary:	\$4,619.00 - \$6,074.00	Work Hours:	8:00 a.m. – 5:00 p.m.
Tenure/Timebase:	Permanent/Fulltime	Final Filing Date:	July 16, 2014
Contact:	Ashim Gardner (916) 324-3937 agardner@ctc.ca.gov	Office/Location:	Commission on Teacher Credentialing Enterprise Technology and Support Services 1900 Capitol Avenue Sacramento, CA 95811-4213

The Commission on Teacher Credentialing (CTC) is a **Special Funded** agency and is conveniently located in the downtown area near many popular restaurants, shops, public transportation, and affordable parking options. The purpose of the CTC is to ensure integrity and high quality in the preparation, conduct and professional growth of the educators who serve California's public schools. Its work shall reflect both statutory mandates that govern the Commission and research on professional practices.

This position is to provide helpdesk and network support for Commission information technology. This position will be part of the ETSS Enterprise Network Unit (ENU) working on the help desk and will report to the ETSS ENU Manager (Data Processing Manager III).

DUTIES:

- IT Helpdesk and Desktop Support: Provide technical support to Commission staff, for hardware and software on desktop and laptop computers, printers, and mobile devices. This position also provides technical support to Commission staff and the Commission's customers for network connections, guest access connections, and connections to the Commission's online systems.
- Network Services and Server Support: Provide network support to Commission staff to isolate hardware and software network malfunctions and provide problem resolution. Administer, Install and maintain hardware and software on computer network equipment and servers.
- Computer Installation: Perform desktop installation including receipt, setup, and delivery of new computer systems, software, and peripherals. Upgrade existing IT equipment hardware and perform software upgrades.
- Training - Support end-user training individually, and in-group settings.
- This position may be a backup to provide help desk assistance for CTC online users through email and over the phone.
- Assist with training manuals and testing that pertain to your duties as mentioned above. Create and update Information Technology related documentation and procedures.
- Other related duties as assigned.

DESIRABLE QUALIFICATIONS

- Microsoft Windows Server Administration

CONDITIONS OF EMPLOYMENT: Fingerprint Clearance is Required.

WHO MAY APPLY:

Individuals who are currently at the Associate Information Systems Analyst (Specialist) classification or who have list, transfer, or reinstatement eligibility to the above class may apply. Appointment is subject to the State Restriction of Appointment (SROA).

FILING INSTRUCTIONS:

Interested applicants must submit a State Application form, STD 678, addressed to Commission on Teacher Credentialing, Office of Human Resources at 1900 Capitol Avenue, Sacramento, CA 95811-4213, Attention Ashim Gardner, postmarked no later than the final filing date. Emailed or faxed applications will not be accepted. All applicants must clearly indicate the basis of their eligibility (*i.e.*, *SROA*, *surplus*, *reemployment*, *reinstatement*, *transfer*, or *list eligibility*) and write "RPA No. 14-040" on their application. Applicants may be required to supply verification of minimum qualifications (*i.e.* transcripts) upon request. The applications will be screened and only the most qualified applicants will be invited for an interview.